



WISCONSIN

**DEPARTMENT OF WORKFORCE DEVELOPMENT**

Division of Economic Support  
Bureau of Welfare Initiatives

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
FSET Administrative and Provider Agencies  
Child Care Coordinators  
W-2 Agencies**

**FROM: Stephen M. Dow  
Program Implementation Team  
Policy Analysis and Program Implementation Section**

**SUBJECT: MMIS QUERY ACCESS**

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**CROSS REFERENCE: CARES Guide**

**BACKGROUND**

During 1997 the Office of Quality Assurance in the Department of Workforce Development conducted a Management Evaluation Review of local Income Maintenance agencies to determine how well Medicaid business processes were working and to request recommendations to improve program administration. This review was conducted at the request of the Department of Health and Family Services (DHFS), to gather baseline program administration information. A major recommendation to the state from local agencies was to expand MMIS query access to all local agency staff that determine Medicaid eligibility or carry an ongoing Medicaid caseload.

With the implementation of its Medicaid Outreach Plan, DHFS is now providing funding to support query access to MMIS through EDS-NET for all local Medicaid casework staff. The purpose is to support workers in administering the Medicaid program by granting them access. However, the number of users requesting this access should be limited to the number of FEPs and SSPs in the county or W-2 agency. This access will be made available to county and tribal agency staff only. We cannot provide access to staff who are not government employees.

**PRIORITY AND TURNAROUND**

Since we anticipate so many new requests for EDS-NET access we ask local agencies to send their requests on two lists, a priority 1 list and a priority 2 list.

We are expecting the turn-around to be a maximum of 6 weeks for priority 1 requests and up to 3 months for priority 2 requests. Please limit your priority 1 lists to one-third of the total.

**BWI OPERATIONS MEMO**

**No.: 99-51**

**File: 1250.18  
1250.19**

**Date: 06/30/99**

**Non W-2 [ ] W-2 [ ] CC [ ]**

**PRIORITY:**

## ***HOW TO APPLY***

Apply in writing using the following forms, which are attached and should be photocopied as needed:

1. The confidentiality statement. The individual user needing access to EDS-NET must sign the confidentiality statement.
2. The multi-user form. This is meant to assist agencies in submitting many new EDS-NET users at once. Supervisors or security staff should provide the names, Social Security Numbers, and CARES IDs of those individuals who should have access. Be sure to indicate on the form whether this is a priority 1 list or a priority 2 list. The multi-user form must be signed by the County or Tribal Security Officer.

The confidentiality statements for the users listed on a given multi user form should be attached together, with the multi user form on top.

These should all be sent to DES security, just like a DES-10 form would be. After the EDS-NET expansion for your agency has been completed, you should go back to using the DES-10 form to request access changes for EDS-NET.

## ***GETTING YOUR NEW EDS-NET USER ID AND PASSWORD***

Each user will be individually contacted by EDS, with their user id and password when the request has been completed. Be aware that the EDS-NET password must have five Alpha Characters and two numbers.

## ***DELETING EDS-NET USER IDS***

Use a DES-10 form to request the deletion of an EDS net id. This should be done as soon as a person leaves the agency or will no longer need access to EDS-NET.

## ***RESETTING PASSWORDS***

If a user forgets his/her password or is suspended for password or security violations, the user should contact EDS directly at 608-221-4746. The user should ask to be connected to someone who can reset their EDS-NET password.